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10/082,386

INFORMATION DISCLOSURE STATEMENT BY APPLICANT

Applicant(s)

(Use several sheets if necessary)

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Filing Date

Group

February 25, 2002

2642

U.S. Patent Documents

Examiner Initial		Document Number	Date	Name	Class	Subclass	Filing Date If Appropriate
B ²	AA	4,881,261	Nov. 15, 1989	Oliphant et al.	379	215	Jun. 29, 1988
B ²	AB	5,040,208	Aug. 13, 1991	Jolissaint	379	201	Aug. 13, 1991
B ²	AC	5,185,782	Feb. 9, 1993	Srinivasan	379	67	Feb. 8, 1991
B ²	AD	5,335,269	Aug. 2, 1994	Steinlicht	379	266	Mar. 12, 1992
B ²	AE	5,627,884	May 6, 1997	Williams et al.	379	88	Jun. 26, 1995
B ²	AF	5,742,674	April 21, 1998	Jain et al.	379	209	Dec. 22, 1995
B ²	AG	5,838,682	Nov. 17, 1998	Dekelbaum et al.	370	401	Nov. 28, 1995
B ²	AH	5,946,386	Aug. 31, 1999	Rogers et al.	379	265	Mar. 11, 1996
B ²	AI	6,002,760	Dec. 14, 1999	Gisby	379	266	Feb. 17, 1998
B ²	AJ	6,088,444	Jul. 11, 2000	Walker et al.	379	266	Apr. 11, 1997
B ²	AK	6,154,530	Nov. 28, 2000	Letellier	379	142	Mar. 25, 1998

Foreign Patent Documents

							Translation	
		Document	Date	Country	Class	Subclass	Yes	No
	AL						<input type="checkbox"/>	<input type="checkbox"/>
	AM						<input type="checkbox"/>	<input type="checkbox"/>

OTHER ART (Including Author, Title, Date, Pertinent Pages, Etc.)

B ²	AN	Lucent's CentreVu® Advocate SM white paper; Lucent's CentreVu Advocate, Breakthrough Solutions for Your Success"; Lucent Technologies 1999
B ²	AO	CentreVu® Advocate SM Research Simulation white paper; "CentreVu Advocate Research Simulation, Environments with CentreVu Advocate"; Lucent Technologies 1999
B ²	AP	CentreVu® Advocate; "Power Call Center Routing that Leaves <i>Nothing</i> to Chance"; Lucent Technologies 1998
B ²	AQ	Foster, Robin Harris and De Rey, Stanny; "Re-inventing the Call Centre with Predictive and Adaptive Execution"; The Journal of the Institution of British Telecommunication Engineers, Volume 18, Part 2, pages 180-184 1999
B ²	AR	"C@ll Center Solutions - 1998 Product of the Year"; http://www.praxon.com/news/art_2-99prodofyear.htm
B ²	AS	"Choosing the Best: CTI® Magazine's 1998 Products of the Year"; http://www.tmcnet.com/articles/0199/ctipoty98.htm

Examiner

Date Considered

6/12/04

*EXAMINER: Initial if reference considered, whether or not citation is in conformance with MPEP 609; Draw line through citation if not in conformance and not considered. Include copy of this form with your communication to applicant.